

# Progress Made Real: Advancing Our 2030 Social Impact Plan through Public Policy

With **our mission to create technologies that drive human progress**, we envision a world where technology helps cure cancers, provides safer and more efficient transportation, improves agricultural and manufacturing production, provides innovative educational opportunities, empowering small businesses, and greatly improves everyone's quality of life. As we work to develop these empowering new technologies, we are mindful of both the opportunities and responsibilities that come with such powerful tools.

Dell Technologies' 2030 Progress Made Real goals are grounded in the belief that technology and data combined with human spirit is, and will always be, a positive force in the world. To best help us utilize data to overcome humanity's greatest challenges over the next decade, Dell Technologies will actively support public policies that will drive our desired outcomes in each of the four **focus areas**:

- Advancing Sustainability
- Cultivating Inclusion
- Transforming Lives,
- Upholding Ethics & Data Privacy



## ADVANCING SUSTAINABILITY

Emerging technologies have enormous potential to advance environmental sustainability. We see significant opportunity to utilize AI and predictive analytics, big data, IoT and other technology to find new ways not only to operate more efficiently and with less waste but also to more fully build a global circular economy – with a focus on eliminating waste and more responsibly using natural resources.

Government policies and initiatives are significant drivers of the United Nations' Sustainable Development Goals. Governments are working to develop the legal and practical frameworks in support of the SDGs in order to facilitate the significant public-private collaboration and exchange necessary to meet the goals.

### Dell Technologies supports the following government actions and policies:

- **Addressing climate** change by leveraging technology, supporting research and development, and promoting resiliency.
- **Working with businesses to use emerging technologies** to develop the data tools and mechanisms needed to prepare and implement appropriate strategies to meet the SDGs.
- **Leveraging AI, ML and predictive analytics to undertake smart city master plans** and develop smarter options for mobility, safety, water consumption, renewable power generation and storage, power and water distribution, and healthcare.
- **Implementing smart, open data platforms** to share government data, with privacy safeguards, to develop innovative solutions for societal problems.
- **Strengthening educational skills offerings and institutional relationships** to develop innovative sustainability solutions.
- **Fostering globally harmonized environmental and social standards.**
- **Promoting development, procurement and use of sustainable goods**, considering whole product lifecycle and circular economy principles.



We believe having a diversity of voices in Dell Technologies makes us stronger, smarter and more resilient. To strengthen our workforce, expand the pipeline of high-skilled tech workers, include traditionally underrepresented groups, and develop a more diverse pool of managers and executives by 2030, **governments can best assist by:**

- **Adopting innovative tech and online platforms** that can make education more affordable, accessible and effective – and can improve access to top-ranking educators.
- **Fostering partnerships between schools and the private sector** to provide students with mentoring, career guidance and apprenticeship programs.
- **Encouraging companies and educational institutions to research rapidly changing workforce needs and solutions;** to partner to align curricula with industry needs and expectations; and to implement training and re-skilling programs as jobs and needs change, including in-the-moment and on-the-job learning.
- **Empowering businesses to start, grow and innovate by supporting diverse workforces and fostering mobility for highly skilled workers.**
- **Promoting equal opportunity for all employees,** prohibiting discrimination in the workplace, and using emerging technologies to address human bias in employment decisions.



## TRANSFORMING LIVES



Transformation requires innovation. The most innovative communities are those that promote open labor and product markets, cultivate an entrepreneurial culture and foster the creation of new businesses, adopt fair and transparent tax policies, and ensure open internet access.

Emerging technologies like AI and machine learning that analyze increasingly large sets of data will be more effective and create more innovation opportunities if they can utilize data across government boundaries. Our global economy relies on intricate worldwide supply chains and logistical support to reach new customers around the globe, with the help of a diverse workforce. Unrestricted trade is essential for continued economic growth and job creation – and emerging technologies like AI and blockchain can help further boost innovation, efficiencies and security in product development, manufacturing and logistics. People and organizations will benefit as trade and investment spread new ideas and innovations.

One of the foundational elements of an innovative culture is a workforce educated in science, technology, engineering and mathematics (STEM), digital literacy, and entrepreneurship - in both public education and other training programs. In addition, governments can foster an environment for businesses to create jobs, entrepreneurs to thrive, and for a data-driven economy to realize its full potential.

### To foster the innovation needed for such transformation, governments can best assist by:

- **Emphasizing STEM**, critical thinking, emotional intelligence, communication, and digital literacy in public education and training programs.
- **Fostering in schools a culture of innovation**, “tinkering,” collaboration, and entrepreneurship among students and teachers.
- **Leveraging data analytics to provide student-centered learning and VR/AR technology** to enhance classroom and remote learning with immersive content delivery.
- **Ensuring schools, rural communities, and disadvantaged neighborhoods have access to high-speed internet and emerging technologies.**
- **Promoting contextualized intelligence, entrepreneurial mindsets, and digital literacy among people of all ages.**
- **Promoting innovative healthcare approaches**, including the use of emerging technologies such as telehealth initiatives for rural patients.
- **Improving diverse entrepreneurs’ access to capital**, with incentives to invest in startups and support infrastructure to reduce scale-up costs.
- **Facilitating technology access and strengthening the technology infrastructure** to increase diverse business owners’ access to global markets and opportunities to scale business, including promoting high-speed broadband.
- **Adopting competitive, fair and transparent tax policies** that encourage businesses to invest in innovation, infrastructure and training.
- **Opposing tariffs and trade barriers**, which ultimately restrict economic growth and innovation.



## UPHOLDING ETHICS & PRIVACY



As we move from a compute-centric to a data-driven world, commercial success and the public good increasingly depend on the ability to collect, process and analyze large amounts of data from various sources. For governments and businesses to realize the benefits of new technologies, society must trust that the data collected is private and secure – and is being responsibly used. However, many have concerns about the impact of emerging technologies – about privacy infringement, inability of technology to decipher between good and bad commands, and a call for clear lines of responsibility and protocols in the event autonomous machines fail. Recognizing that recent actions and inactions by technology companies and organizations using technology have not lived up to the public's expectations of responsibility, these organizations must work together to restore the public's trust in their operations.

### **Dell Technologies will continue its ongoing commitment for upholding privacy and ethics and for using technology for good. Governments can do their part by:**

- **Promoting privacy** via open, global standards, including adopting federal privacy legislation in the United States.
- **Encouraging R&D in technology** to adopt privacy-by-design approaches in government technology solutions.
- **Resolving conflicts of law or jurisdiction** caused by different approaches to privacy and data protection, using standardized agreements among governments.
- **Implementing smart, open data platforms** for governments to share their data, with appropriate data security and privacy safeguards, to foster innovative solutions to societal problems.
- **Engaging businesses in frank human rights discussions and incorporating global privacy standards** into procurement policies to ensure respect for justice, transparency and sustainable practices across operations and supply chains.
- **Working with the private sector to develop transparency guidelines for the ethical use of emerging technologies.**

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